

February 27, 2003

FHP
1011 NW 111 Ave
Miami, FL 33010
Attention: Major McCarter

RE: Our Claim Number : 397-6215809
Our Insured : Zamudio
Claimant(s) : Brereton
Date of Loss : 2/25/03

Dear Major McCarter:

This letter is to express my appreciation for the professionalism and dedication to service I received from officer Armando A. Rodriguez.

Having received a message I left regarding an accident he was investigating he not only pleasantly surprised me by calling within a few minutes but took the time to explain the situation at hand and provided me with the knowledge of events that had taken place. Not only was I able to meet my goal of contacting all the parties in the accident within the required 3 days, I had a better understanding of this complex accident which my insured could not fully explain. It will take a much longer letter to explain to you how much this helps me process the claim and serve all the parties involved.

It's seldom that I encounter in any firm or agency a person that is so professional and dedicated to both his work as well to his external customer, in this case the public. My means of this letter I thanked your department and in particular, Officer Rodriguez and I hope his efforts are well recognized.

Sincerely,



Jorge Reyes
Allstate Claims Representative